

**UNC Performance Assurance Committee**  
**Tuesday 12 October 2021**  
**via Microsoft Teams**

**Attendees**

Penny Garner (Chair)	(PG)	Joint Office
Mike Berrisford (Secretary)	(MiB)	Joint Office

**Shipper Members (Voting)**

Alison Wiggett	(AW)	Corona Energy
Andy Knowles	(AK)	Utilita
Carl Whitehouse	(CW)	Shell Energy
Graeme Cunningham	(GC)	Centrica/British Gas
Lisa Saycell	(LS)	Gazprom
Louise Hellyer	(LH)	Total
Sallyann Blackett	(SB)	E.ON
Stacey Helps	(SH)	SSE Energy Services

**Transporter Members (Voting)**

Jenny Rawlinson	(JR)	BUUK (Alternate)
Shiv Singh	(SS)	Cadent
Tracey Saunders	(TS)	Northern Gas Networks

**Observers/Presenters (Non-Voting)**

Anne Jackson	(AJ)	PAFA/Gemserv
Ellie Rogers	(ER)	Xoserve
Fiona Cottam	(FC)	Correla on behalf of Xoserve
Karen Kennedy	(KK)	Correla on behalf of Xoserve
Lee Greenwood	(LG)	Centrica/British Gas
Martin Attwood	(MA)	Correla on behalf of Xoserve
Neil Cole	(NC)	Correla on behalf of Xoserve
Rachel Clarke	(RC)	PAFA/Gemserv
Rachel Whitfield	(RW)	Correla on behalf of Xoserve
Sara Usmani	(SU)	PAFA/Gemserv

**Apologies**

Alex Travell	(AT)	BUUK
Leteria Beccano	(LB)	Wales & West Utilities

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/PAC/121021>

**1. Introduction**

Penny Garner (PG) welcomed all parties to the meeting, noting two new Members, Stacey Helps (Shipper Member) and Tracey Saunders (Transporter Member).

FC requested that best wishes for a speedy recovery were passed on to RH.

## **Apologies for absence**

Alex Travell, Transporter Member, and  
Leteria Beccano, Observer.

### **1.1 Note of Alternates**

Jenny Rawlinson, BUUK.

### **1.2 Quoracy Status**

The Committee meeting was confirmed as being quorate.<sup>1</sup>

### **1.3 Approval of Minutes (14 & 21 September 2021)**

The minutes from the previous meetings were approved.

### **1.4 Approval of Later Papers**

None.

## **2. Monthly Performance Assurance Review Items**

### **2.1 PARR Report Review – Dashboard update (PAFA)**

Sara Usmani (SU) provided the Shipper Performance Analysis PARR Dashboard update. PAFA supplied the following observations for this section:

#### **SHIPPER PERFORMANCE IMPROVEMENT PLANS**

- Performance Assurance Committee (PAC) members were informed that the updates on all Shippers are available for viewing on Huddle, but the Performance Assurance Framework Administrator (PAFA) would only be reporting on six Shippers this month.
- A number of Shippers have made significant progress on their plans and are close to achieving UNC target.
  - The PAFA informed Committee members of Shipper “Thimphu” who has been operating at UNC target for the past two months. The PAFA will continue to monitor the Shippers performance, with the view to close their performance plan at the November PAC meeting if performance was maintained at the current level.
    - PAC Members were pleased with the performance exhibited and would like to thank the Shipper for their efforts over the duration of the performance improvement plan.
  - PAC Members were happy with the progress made by the remaining Shippers and agreed with the Performance Assurance Framework Administrators (PAFAs) proposal to continue monitoring performance against the provided plans.

#### **PC4 MONTHLY READ PERFORMANCE**

- Committee Members were informed of the impact on the PC4 monthly market following the issue of a series of performance improvement letters to poorly performing Shippers.
  - There has been a significant decline in the number of sites in the market from c. 110,000 in December 2020 to c. 80,000 in July 2021 as Shipper reclassify sites from Monthly to Annual.

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<sup>1</sup> PAC meetings will be quorate where there are at least four Shipper User PAC Members and two Transporters (DNO and/or IGT) PAC Members with a minimum of six PAC Members in attendance.

- As part of the response to performance improvement plans, Shippers cited a number of incorrect sites sitting in the monthly market and have done a portfolio cleanse.
- Average read performance has increased from c. 44% in December 2020 to c. 59% in July 2021.
  - The performance improvement is due to a reduced number of sites and not due to improved performance within the market.
- Committee Members remain concerned with the performance in this market and discussed the movement of sites from the monthly market to the annual market.
  - Sites should only be moved based on Annual Quantity (AQ) and not if a Shipper is unable to meet the requirements of the product class.
  - PAC Members discussed the impacts of Modification 0692 – Automatic updates to Meter Read Frequency. The implementation of this modification is expected in November 2021 and would ensure that sites are in the correct class. The PAC discussed how the performance in this area could drop significantly following the implementation of this modification as Shippers catch up with the new rules, noting that there are meters that may not meet the monthly read frequency requirement but will be moved into that class based on AQ.
  - At present, the Modification does not entail any reporting on monitoring class changes.

**New Action PAC1001:** Reference *PC4 Monthly Read Performance* – PAFA (SU) and Correlá (KK) to liaise with the DDP team to derive reporting on the number of sites being moved from PC4 ~~monthly-Annual~~ to PC4 Monthly annual. Reporting to be presented back to the PAC at the earliest opportunity.

**New Action PAC1002:** Reference *PC4 Monthly Read Performance* – Correlá (KK) to investigate whether the PAFA can have access to the month-by-month data within the DDP system.

### AQ AT RISK

- The total AQ at Risk within the gas market saw a slight decrease in August by 404 gWh, with the largest decreases seen within the Class 4 AQ >293000 kWh and Class 4 Annual.
- The majority of the AQ at risk continues to sit within the Class 4 market.
- The PAFA presented the AQ at risk in the PC4 market as a whole split by Shipper, with the top 5 worst performing Shippers accounting for 50% of the total AQ at risk within the PC4 market. All of these Shippers are on performance improvement plans in the PC4 market who all are demonstrating declining read performance with the exception of two Shippers.

### AQ CORRECTIONS

- PAC Members were informed of the increasing number of AQ corrections since the beginning of 2021 under reason code 02 – Change in consumer plant.
  - The increase has been driven by one Shipper whose default AQs for new builds are much higher than actual usage.
- The Shipper has organised a series of industry workgroups held by Corella and as a result, a Request has been raised “0783R – Review of the AQ correction process”.

- The Request will review the AQ correction process and seeks to understand whether the current process meets the objectives for setting AQs. Revisions to the process will be made where necessary.
- PAC's role in monitoring and potentially validating AQ corrections under the Request will also be assessed. PAFA made Committee members aware of the potential change to the role.

#### **BRATISLAVA – SHIPPER UPDATE**

- At the September PAC meeting, Shipper "Bratislava" was invited to attend a second stage escalation meeting due to no progress being seen under their current performance improvement plan and no communication between the Shipper and their Customer Advocate Manager (CAM) and the PAFA.
- The PAFA reminded Committee members of the four actions which were assigned to the Shipper.
- An update on read performance in both markets were provided by the PAFA. There has been no significant change to the data, which isn't to be expected until the December 2021 PAC meeting, whereby the impacts of the changes would be reflected in the data.
- In the absence of the CAM, a representative from Corella provided an update on the weekly meetings. A meeting has not yet taken place as the representative from the organisation did not attend one meeting and the other was cancelled by the CAM due to sickness absence. However, future meetings are in place for the coming weeks and updates will be brought to future meetings.

#### **2.2 Bratislava (CAM's) Weekly Meetings Update**

Please refer to the PAFA summary update provided under item 2.1 above for more details.

#### **2.3 Review of Outstanding PARR Actions**

None to consider.

#### **2.4 Risk & Issues Register Update (PAFA)**

In noting that additional information is also available on the Huddle portal, Sara Usmani (SU) provided an update. PAFA supplied the following observations for this section:

- PAC Members were presented with an update on multiple risks following the quarterly update of the Risk Evaluation tool.
- The PAFA indicated that data being inputted into the tool from 2021 has created anomalies that do not typically follow intuitive trends based on previous years. The PAFA informed Committee members of the hypothesis that COVID-19 has skewed data following changes to Consumer behaviour and Shipper business decision changes, for example, redeploying staff during lockdowns.
- The PAFA noted that more work is being carried out on the data before recommendations can be made on PAC's strategic direction.
- The PAFA presented risks on LDZ Offtake, with a recommendation to feed follow up questions into the Offtake arrangements Workgroup on Distributors mitigations following a 10-year high in LDZ offtake errors.

**New Action PAC1003:** *Reference LDZ Offtake Update* – Northern Gas Networks (TS) & Cadent (SS) to liaise with the DNs to consider and provide a response to the three (3) questions posed by the Offtake Arrangement Workgroup, namely

Q1 - Seek clarification from the GDNs that internal processes have been reviewed and any mitigating actions identified and rolled out;

Q2 - Update on Orifice plate removal project, and

Q3 - Should other GDNs apply the learnings and potential mitigations applied to their internal processes?

- The PAFA updated the PAC on Incorrect and missing meter asset data with an increase of 1% in Value at Risk. The increase was driven by a sharp increase in the number of incorrect read factors, which saw a year-on-year rise of 109%. This was offset by a decreasing number of no meters recorded (-65%). The PAFA noted that more analysis is needed on this risk to determine what has caused the uptick in incorrect read factors.
- The PAFA gave an update on the current status of UNC651 (Changes to the Retrospective Data update provisions) in mitigation to the Retrospective elements of the risk register. Xoserve are due to bring this item to the November DSC Change Committee meeting where agreed scope, funding and target release dates would be discussed.
- The PAFA updates the PAC on outputs from the latest Unregistered and Shipperless Workgroups in mitigation to this risk on the risk register. There has been a 90.6% submission rate on SPI (Supplier Portfolio Information) File submissions in November 2020, with 14 Shippers failing to submit and these parties were reported to Ofgem. The next submission window opens on 2nd November 2021.
- The PAFA noted that there was work being carried out by the Workgroup and Xoserve on a 'No Activity/UIP (Utility Infrastructure Provider) initiative' This would look to reach out to UIPs following a site going through the MUS (Managed Unregistered Site) process and remaining no active for more than 12 month. Xoserve noted that this will be challenging as there are no existing relationships with UIPs.
- Estimated that between 90-100K Shipperless and Unregistered sites across the portfolio (possibly much more) as IGT Shipperless are not included in current reported totals. Xoserve noted that there is currently a largescale CMS design rebuild underway with IGTs included in talks.
- The PAFA went on to present thoughts around a Strategic workshop for PAC to discuss direction of targeting and to address some decisions around Performance improvement plans and targeting strategy. The PAFA presented an indicative graph showing the expected trajectory of Product Class read performance and the expectation of those portfolios meeting UNC targets. PAC members welcomed the idea of a strategic workshop which would be led by the PAFA.

**New Action PAC1004:** *Reference Possible Strategy Workshop* - PAFA (SU/RC) to create a strawman agenda for a Strategy Workshop and proposed timings for the Workshop to be brought back to the 16 November 2021 PAC meeting for discussion and approval.

**New Action PAC1005:** *Reference Possible Strategy Workshop* – ALL PAC Members to look to provide a view on whether Strategic Workshops would be appropriate, and if so, what agenda items they would like to add (including what would lie within PAC's remit).

**New Action PAC1006: Reference the GB Energy Crisis –** Joint Office (MiB) to ensure that a new standing agenda item (within Section 3) covering 'GB Energy Crisis Impacts' is added from the 16 November 2021.

## 2.5 Measurement Error Risk Update

### 2.5.1. Measurement Error (EM009 – Airewas EM MTD) Update

PG explained that in-line with previous discussions, the matter is now being progressed via the Offtake Arrangements Workgroup, which last met on 29 September 2021.<sup>2</sup>

In summarising the progress made to date in respect of this measurement error, PG highlighted that:

- The first Independent Technical Expert (ITE) report has been submitted to Cadent but at this time remains unpublished.
- The Meter error has been confirmed as being above the 500 GWh threshold for 2 x SMER.
- The matter was discussed at Uniform Network Code Committee (UNCC) held on the 16 September 2021,<sup>3</sup> and was provided for information and guidance purposes.
- The requirement for a Second ITE, (ITE2) has now been confirmed.
- The (ITE) Reports will be produced sequentially and reconciled in final stages.
- All ITEs with Orifice Plate Speciality were approached for inclusion within the selection process;
  - Contact exercise resulted in a short-list of 3.
  - Selection voting, (by Shippers only), was undertaken at the Offtake Arrangements Workgroup on 29 September 2021.
  - Cadent has made contact with ITE2.
- ITE1 to be made aware that summary report will now be required as there will be a need for a variation to its Terms of Reference;
- Reconciliation timeline extended for 6 months (approx), and

In closing the discussions, FC pointed out that this measurement error was last considered at the Offtake Arrangements Workgroup meeting that took place on 29 September 2021, during which Correla (FC) provided a presentation entitled '*Impacts of LDZ Meter Errors on Settlement and Corrections*' for parties to consider.

FC highlighted that the original presentation given at the September Offtake Workgroup suggested a four-month delay in processing the UIG Reconciliations for EM009, due to the need for a second ITE, however OA Workgroup had confirmed that the delay was more likely to be six months. In short, it is recommended that parties work on the assumption of a six month delay, but this could increase or decrease, depending on the time required by the second ITE and the collaboration with ITE1 to produce a consolidated report.

### 2.5.2. Measurement Error (SE007 – Isle of Grain) Update

PAC Members in attendance noted that this measurement error is also being progressed through the Offtake Arrangements Workgroup.

FC pointed out that this measurement error was billed as credits via the Amendment Invoice in September. The billing of the counter-party debits is still under discussion.

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<sup>2</sup> A copy of the 29 September 2021 OAW meeting minutes and supporting Correla presentation are available to view and/or download from the Joint Office web site at: <https://www.gasgovernance.co.uk/OA/290921>

<sup>3</sup> A copy of the 16 September 2021 UNCC meeting minutes are available to view and/or download from the Joint Office web site at: <https://www.gasgovernance.co.uk/uncc/160921>

### 2.5.3. Wales North UIG Error Update

When PG advised that she did not have a specific update in respect of this item, FC provided a brief background resume pointing out that the issue focused on telemetry and correction related issues that were resolved within 5 days of closeout.

FC explained that further consideration of the matter had now resulted in the creation of a Tracker mechanism for the Demand Estimation Sub-Committee (DESC) to utilise which was considered at the recent 06 October 2021 meeting.<sup>4</sup>

Concluding discussions, when PG asked, PAC Members agreed that in-light of the above discussions, items 2.5.2 and 2.5.3 could now be removed from future PAC agendas.

## 2.6 Open / Meter By-Pass Update

M Attwood (MA) provided an overview of the *'Meter By-Pass Update'* presentation during which attention was initially focused on *the 'Update on 106 meters at 'Open' status but with progressing reads'* slide, whereupon MA advised that some Shipper resourcing changes (possibly due to COVID and energy market related issues) may well have potentially impacted resolution of the matter.

Moving on, discussion next centred around the *'By-Pass Consumption Adjustments'* slide during which MA advised that circa 50% of the 45 'No Responses' total was down to one Shipper. Furthermore, dialogue with Shippers has currently reduced this figure to the region of 21.

When asked for an update on the 'Open' by-passes, MA explained that there are circa 12 Shippers involved and that resourcing knowledge within their respective organisations remains a concern, especially taking into consideration the current GB Energy Market crisis.

When A Jackson (AJ) enquired as to whether this could potentially lead to consumers deliberately opening their by-passes to potentially avoid incurring costs (especially during the current energy crisis period), L Saycell (LS) responded by pointing out that it was not that simple an action to undertake, and that it requires a level of technical expertise to achieve.

It was then noted that during routine maintenance, meter by-passes on average remain open for anywhere between 2 to 3 weeks – this aspect is currently being considered as part of the discussions and developments under UNC Request 0763R *'Review of Gas Meter By-Pass Arrangements'*.<sup>5</sup>

## 3. Matters for Committee Attention

### 3.1 PAC/PAFA Access to Data / Dedicated Sprint Planning Update

K Kennedy (KK) advised that progression of XRN5321 remains 'on track'.

KK asked PAC to consider where the testing support (XRN5321) should come from. KK stated that if, the PAFA is unable to provide such support – alternative testing support from PAC Members and/or Shippers would be a suitable option.

KK advised that delivery of XRN5321 would take the form of three (3) releases to be delivered over the next few months and that (external) testing would need to commence in roughly two (2) weeks in order to meet the required delivery timeline.

**New Action PAC1007:** Reference XRN5321 Testing & Delivery – Xoserve (ER), Correl (FC/KK) and PAFA (AJ) to consider (offline) what form the testing should take, and which parties are best placed to be involved before providing an update before the next PAC meeting (i.e. no later than week ending Friday 29 October 2021).

<sup>4</sup> A copy of the 06 October 2021 DESC meeting minutes are available to view and/or download from the Joint Office web site at: <https://www.gasgovernance.co.uk/desc/061021>

<sup>5</sup> Copies of the various 0763R meeting minutes are available to view and/or download from the Joint Office web site at: <https://www.gasgovernance.co.uk/0763>

### **3.2 PAC Budget Spend Update**

FC explained that she would provide more detail during consideration of outstanding actions 0701 (extra) and 0702 (extra) under item 5 later in the meeting.

### **3.3 Standards of Service Liabilities Report (information only)**

Provided for information only, with no additional queries to report.

### **3.4 Annual Review 2021 Update**

R Clarke (RC) explained that she did not have a specific update (over and above the information provided at the 21 September 2021 Extraordinary PAC meeting), but would look to provide a more detailed update (including lessons learnt) at the 16 November 2021 PAC meeting.

## **4. Update on Potential Changes to Performance Assurance Reporting and PARR**

### **4.1 PAFA Industry Meeting Update**

RC advised that there was no update.

### **4.2 Modification 0674 - Performance Assurance Techniques and Controls**

PG provided an update pointing out the Workgroup are progressing well and have completed three out of the four planned additional meetings. However, she asked parties to note that extra Workgroup meetings would now be required to consider the development of a suitable Variation Request which is in the throws of being drafted in response to Workgroup discussions and feedback.

It is now envisaged that the new UNC Modification 0674V with supporting legal text would be developed and considered as part of the Panel imposed six month supplemental process.

Parties are encouraged to attend the Workgroup meetings to ensure that all views are considered – the next Workgroup meeting is scheduled to take place on Tuesday 26 October 2021.

It was agreed that in-light of the above, this should remain as a standing agenda item for the foreseeable future.

### **4.3 Modification 0734S – Reporting Valid Confirmed Theft of Gas into Central Systems**

PG advised that this UNC Modification is being considered under the umbrella of the Distribution Workgroup and that the next Workgroup meeting is scheduled to take place on Thursday 28 October 2021.

PG went on to explain that consideration of the Modification at the 23 September 2021 Workgroup meeting had been deferred, in the absence of the Proposer.

It was noted that legal text has been provided which includes a 'link' to the potential PAC involvement.

### **4.4 Any Other changes**

RC requested that two new items are added to the PAC agenda going forward, one for 'AQ Corrections Requests' and the other for 'Vacant Sites Requests' – this request was supported by those PAC Members in attendance.



## 5. Review of Outstanding Actions

### 5.1 PAC Actions

**PAC0706:** *Reference PAFA Future Projects* – PAFA (AJ) and Correla (FC) to consider the immediate issues presented and provide options for mitigation or resolution. Update to be given at August PAC meeting.

**Update:** FC explained that further to the previous regular updates, she can now inform PAC Members that Correla are now utilising the formal change management control process to better facilitate the matter. Furthermore, as part of this process the PAFA has provided a formal response and subsequently reporting remains ongoing.

When FC advised that she believes the matter will be completed at the 16 November 2021 meeting, PAC Members agreed to carry forward the action. **Carried Forward**

**PAC0805:** *Reference the Performance Assurance Framework Administrator – Annual Review and Feedback Request 2021* – All parties to look to provide comments / feedback (inc. commentary on the questions) to the PAFA via email by the end of August 2021 at the very latest.

**Update:** In-line with the discussions undertaken under item 3.4 above, PAC Members agreed to close the action. **Closed**

**PAC0901:** *Reference the Bratislava 2<sup>nd</sup> stage Escalation progress monitoring* – Xoserve CAM's to provide monthly progress (on their weekly meetings with the Shipper) updates to PAC going forward.

**Update:** In noting that this matter is now covered by a standing agenda item, PAC Members agreed to close the action. **Closed**

**PAC0902:** *Reference By-Pass Consumption Adjustments* - Correla (MA) and PAFA (AJ/SU) to consider the potential risk levels involved, what figures are currently available and what potential mitigation actions might be required going forward.

**Update:** PAC Members considered whether to keep the action open or to close it, which culminated in a decision to carry forward the action, until such a time as the UNC Modification has completed its journey through the process. Monthly updates will be provided to PAC.

PAC Members present agreed to carry forward the action. **Carried Forward**

**PAC0903:** *Reference Meter By-Pass Update* - PAFA (AJ/SU) to consider the breakdown of the Shipper population and establish whether there is anything that merits reporting on.

**Update:** When AJ noted that whilst originally this action had merit, the Shipper had now resolved the issue, PAC Members present agreed to close the action. **Closed**

**PAC0904:** ~~Joint Office (RH), Correla (FC) and~~ PAFA (AJ) to consider a potential date for a dedicated PAC strategic review meeting, including identification of a possible scope and aims.

**Update:** In referring to the discussions undertaken earlier in the meeting, PG suggested, and PAC Members agreed, that the action should now be re-assigned solely to the PAFA. The action is to be carried forward pending a further update at the 16 November 2021 meeting.

PAC Members agreed to carry forward the action. **Carried Forward**

**PAC0905:** *Reference a Replacement for the Wales & West Utilities PAC Transporter Member* – Joint Office (RH) to double check whether the Joint Office has received a formal notification of the retirement of L Beccano.

**Update:** In noting that L Beccano had relinquished her seat as a PAC Member at the October 2021 meeting, PG enquired whether the action should now be closed.

T Saunders then advised that she look to email the Joint Office after this meeting to nominate L Beccano as her standing PAC alternate.

PAC Members agreed to close the action. **Closed**

**PAC Extra 0701:** CDSP to ascertain the cost/resource level required to continue the current PAC/PAFA BAU activities and circulate this to PAC Members as soon as possible.

**Update:** PAC Members agreed to carry forward the action. **Carried Forward**

**PAC Extra 0702:** CDSP/PAFA to estimate the cost/resource level likely over the next 12-18 months for PAC/PAFA activities, extrapolating from the current BAU activities.

**Update:** PAC Members agreed to carry forward the action. **Carried Forward**

**PAC Extra 0901:** *Reference the Performance Assurance Framework – Annual Review and Feedback Request 2021 – Joint Office (RH)* to look to ensure that the UNC Modification 0674 Workgroup are aware of the feedback request document (and impending six week consultation) and undertake due consideration during forthcoming Workgroup discussions.

**Update:** In noting that this matter would be discussed under AOB at the next Workgroup meeting, PAC Members agreed to close the action. **Closed**

## 5.2 DDP Sprint Actions

**PAC DDP0701:** *Reference DDP Review Requirements – Correlá (KK) and Joint Office (RH)* to look to set up and additional Sprint meeting for September 2021.

**Update:** In the absence of R Hailes, KK advised that she would be looking to liaise with the Joint Office in due course.

It was agreed to re-assign the action to KK only, PAC Members agreed to carry forward the action. **Carried Forward**

## 6. Any Other Business

### 6.1 Shipper X – Billing / CRM / Market Messaging Software Problems affecting performance

In providing a brief update on this item, PG highlighted the following key items:

- Joint Office (R Hailes) believe this to be a positive step.
- Shipper concerned has granted permission and requested that PAC investigate the matter.
- Joint Office will liaise with the PAFA to progress the matter.
  - It is suggested that parties in a similar position should be encouraged to contact the PAFA – A Jackson is the main point of contact;
    - It was noted that several Shippers are already undertaking discussions with the PAFA;
  - It was noted that it might be beneficial to know which Shipper this matter relates to.

PG confirmed that the email provided to R Hailes had already been forwarded to the PAFA ahead of this meeting.

### 6.2 PAC's Role in Monitoring Vacant Sites

In referring to the email from R Hailes, PG advised that this piece of work aligns to the work already being undertaken within UNC Request 0778R '*Gas Vacant Sites Process review*' and brings into question the potential role of the PAC in monitoring vacant sites going forward.

FC explained that in considering the issue of vacant sites, the Request Workgroup is considering issues whilst also looking across at the electricity side for a steer / guidance – it is noted that the electricity side already utilises a system 'flag' feature.

Moving on, FC explained that the issue relates to vacant sites where gas is still believed to be flowing but which are not clearly visible on the system – the closest option is to consider using the ‘No reads’ flag. In acknowledging that there is currently no equivalent concept (to the electricity feature) within the gas arena, E Rogers (ER) suggested that as the Request Workgroup had only conducted one ‘initial’ meeting so far, it is perhaps too early in the deliberations for PAC to consider their role in detail.

PAC Members agreed that a new agenda item should be added to the agenda, in order to monitor progress going forward.

L Greenwood (LG) advised that he is attending the Request Workgroup meetings on behalf of Centrica.

PG requested that he looks to provide regular feedback to the PAC going forward – LG agreed to do so.

**New Action PAC1008:** Joint Office (PG) to request that the UNC Request 0778R Workgroup provides a regular (monthly) progress update to the PAC going forward.

### 6.3 Accuracy of Data in Relation to Isolated Sites

FC explained that the AUGÉ had recently identified a potential UIG isolated sites related issue (i.e. read rejections). In short, a subset of isolated sites appear to be consuming gas, one of which is a large site, for which dialogue with the Shipper has now commenced. This matter could potentially represent a PAC risk.

When questioned as to whether the data is available to the PAC and whether it was a bypass related type of issue, or indeed whether there might be a MAMs related element, FC responded by acknowledging the questions being posed. FC provided An outline of what is known so far:

- Circa 3600 out of 17000 sites have an indication (via the meter readings) that gas is being consumed.
  - This has a potential UIG impact.
- Further questions as to the nature of the problem were asked, namely
  - How many instances occurred during COVID lockdown?
    - FC suggested that circa 5 isolations were COVID related.
  - How old are the indications of a potential issue?
  - Which Shippers are involved?
  - What AQ values are involved?
  - What is the meter status?
  - What meter asset information is available?

In referring to Northern Gas Network isolation flag related Modification (UNC Modification 0723 ‘Use of the Isolation Flag to identify sites with abnormal load reduction during COVID-19 period’, T Saunders (TS) pointed out, that discussions undertaken during the development of the Modification had revealed that the identification of the isolation related aspects were difficult.

In noting that engagement with the Shippers had commenced, TS felt that the resultant data provision might prove interesting.

**New Action PAC1009:** Reference Accuracy of Data in Relation to Isolated Sites - Correlate (FC) to investigate the AUGÉ findings with a view to providing an update at the 16 November 2021 PAC meeting.

## 7. Next Steps

### 7.1 Key Messages

Published at: <http://www.gasgovernance.co.uk/pac/summarykeymessages>

## 8. Diary Planning

### 8.1 2021 meeting dates

Further details of planned meetings are available at: [www.gasgovernance.co.uk/events-calendar/month](http://www.gasgovernance.co.uk/events-calendar/month)

Time/Date	Paper Publication Deadline	Venue	Programme
10:00, on a date to be determined in 2021	To be confirmed	Teleconference	Additional DDP Agenda
10:00, Tuesday 16 November 2021	17:00 Monday 08 November 2021	Teleconference	Standard Agenda
10:00, Tuesday 14 December 2021	17:00 Monday 06 December 2021	Teleconference	Standard Agenda

For details of the informal sub-group meetings and topics please contact the PAFA directly. [PAFA@gemserv.com](mailto:PAFA@gemserv.com)

**PAC Action Table (as at 12 October 2021)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
<b>PARR Report Actions:</b>					
<b>PAC Actions 2020/21:</b>					
PAC 0706	13/07/21	3.5	<i>Reference PAFA Future Projects – PAFA (AJ) and Correla (FC) to consider the immediate issues presented and provide options for mitigation or resolution. Update to be given at August PAC meeting.</i>	PAFA (AJ) & Correla (FC)	<b>Carried Forward</b> Update due 16/11/21
PAC 0805	17/08/21	6.1	<i>Reference the Performance Assurance Framework Administrator – Annual Review and Feedback Request 2021 – All parties to look to provide comments / feedback (inc. commentary on the questions) to the PAFA via email by the end of August 2021 at the very latest.</i>	All parties	Update provided. <b>Closed</b>
PAC 0901	14/09/21	2.1	<i>Reference the Bratislava 2<sup>nd</sup> stage Escalation progress monitoring – Xoserve CAM's to provide monthly progress (on</i>	Xoserve (CAMs)	Update provided. <b>Closed</b>

			their weekly meetings with the Shipper) updates to PAC going forward.		
PAC 0902	14/09/21	2.5	<i>Reference By-Pass Consumption Adjustments</i> - Correla (MA) and PAFA (AJ/SU) to consider the potential risk levels involved, what figures are currently available and what potential mitigation actions might be required going forward.	Correla (MA)	<b>Carried Forward</b> Update due 16/11/21
PAC 0903	14/09/21	2.5	<i>Reference Meter By-Pass Update</i> - PAFA (AJ/SU) to consider the breakdown of the Shipper population and establish whether there is anything that merits reporting on.	PAFA (SU/AJ)	Update provided. <b>Closed</b>
PAC 0904	14/09/21	4.3	<del>Joint Office (RH), Correla (FC) and</del> PAFA (AJ) to consider a potential date for a dedicated PAC strategic review meeting, including identification of a possible scope and aims.	<del>Joint Office (RH) &amp; Correla (FC) &amp;</del> PAFA (AJ)	<b>Carried Forward</b> Update due 16/11/21
PAC 0905	14/09/21	6.1	<i>Reference a Replacement for the Wales &amp; West Utilities PAC Transporter Member</i> – Joint Office (RH) to double check whether the Joint Office has received a formal notification of the retirement of L Beccano.	Joint Office (RH)	Update provided. <b>Closed</b>
PAC1001	12/10/21	2.1	<i>Reference PC4 Monthly Read Performance</i> – PAFA (SU) and Correla (KK) to liaise with the DDP team to derive reporting on the number of sites being moved from PC4 <del>monthly</del> <u>Annual</u> to PC4 <u>Monthly</u> <del>annual</del> . Reporting to be presented back to the PAC at the earliest opportunity.	PAFA (SU) & Correla (KK)	<b>Pending</b> Update due 16/11/21
PAC1002	12/10/21	2.1	<i>Reference PC4 Monthly Read Performance</i> – Correla (KK) to investigate whether the PAFA can have access to the month-by-month data within the DDP system.	Correla (KK)	<b>Pending</b> Update due 16/11/21
PAC1003	12/10/21	2.4	<i>Reference LDZ Offtake Update</i> – Northern Gas Networks (TS) & Cadent (SS) to liaise with the DNs to consider and provide a response to the three (3) questions posed by the Offtake Arrangement Workgroup, namely  <i>Q1 - Seek clarification from the GDNs that internal processes have been reviewed and any mitigating actions identified and rolled out;</i>	Northern Gas Networks (TS) & Cadent (SS)	<b>Pending</b> Update due 16/11/21

			<p>Q2 - Update on Orifice plate removal project, and</p> <p>Q3 - Should other GDNs apply the learnings and potential mitigations applied to their internal processes?.</p>		
PAC1004	12/10/21	2.4	Reference Possible Strategy Workshop - PAFA (SU/RC) to create a strawman agenda for a Strategy Workshop and proposed timings for the Workshop to be brought back to the 16 November 2021 PAC meeting for discussion and approval	PAFA (SU/RC)	<b>Pending</b> Update due 16/11/21
PAC1005	12/10/21	2.4	Reference Possible Strategy Workshop – ALL PAC Members to look to provide a view on whether Strategic Workshops would be appropriate, and if so, what agenda items they would like to add (including what would lie within PAC’s remit)	All PAC Members	<b>Pending</b> Update due 16/11/21
PAC1006	12/10/21	2.4	Reference the GB Energy Crisis – Joint Office (PG/MiB) to ensure that a new standing agenda item (within section 3) covering ‘GB Energy Crisis Impacts’ is added to the 16 November 2021.	Joint Office (PG/MiB)	<b>Pending</b> Update due 16/11/21
PAC1007	12/10/21	3.1	Reference XRN5321 Testing & Delivery – Xoserve (ER), Correla (FC/KK) and PAFA (AJ) to consider (offline) what form the testing should take, and which parties are best placed to be involved before providing an update before the next PAC meeting (i.e. no later than week ending Friday 29 October 2021).	Xoserve (ER), Correla (FC/KK) and PAFA (AJ)	<b>Pending</b> Update due 16/11/21
PAC1008	12/10/21	6.2	Joint Office (PG) to request that the UNC Request 0778R Workgroup provides a regular (monthly) progress update to the PAC going forward.	Joint Office (PG)	<b>Pending</b> Update due 16/11/21
PAC1009	12/10/21	6.3	Reference Accuracy of Data in Relation to Isolated Sites - Correla (FC) to investigate the AUGE findings with a view to providing an update at the 16 November 2021 PAC meeting.	Correla (FC)	<b>Pending</b> Update due 16/11/21
<b>PAC DDP Sprint Actions 2020/21:</b>					
PAC DDP 0701	13/07/21	5.2	Reference DDP Review Requirements – Correla (KK) and <del>Joint Office (RH)</del> to look to set up and additional Sprint meeting for September 2021.	Correla (KK) & <del>Joint Office (RH)</del>	<b>Carried Forward</b> Update due 16/11/21
<b>PAC Extraordinary Actions 29 July 21:</b>					

New Action 0701 (extra)	29/07/21	2.	CDSP to ascertain the cost/resource level required to continue the current PAC/PAFA BAU activities and circulate this to PAC Members as soon as possible.	CDSP	<b>Carried Forward</b> Update due 16/11/21
New Action 0702 (extra)	29/07/21	2.	CDSP/PAFA to estimate the cost/resource level likely over the next 12-18 months for PAC/PAFA activities, extrapolating from the current BAU activities.	CDSP/PAFA	<b>Carried Forward</b> Update due 16/11/21
<b>PAC Extraordinary Actions 21 September 21:</b>					
New Action 0901 (extra)	21/09/21	2.1	<i>Reference the Performance Assurance Framework – Annual Review and Feedback Request 2021 – Joint Office (RH) to look to ensure that the UNC Modification 0674 Workgroup are aware of the feedback request document (and impending 6 week consultation) and undertake due consideration during forthcoming Workgroup discussions.</i>	Joint Office (RH)	Update provided. <b>Closed</b>